



Pyro-Chem
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Bulletin

Number: 2092

Date: March 6, 2003

To: All Authorized KITCHEN KNIGHT® II System Distributors
From: Quality Assurance

VERY IMPORTANT SAFETY NOTICE!

WARNING: FAILURE TO FOLLOW THE INSTRUCTIONS OF THIS SAFETY NOTICE COULD RESULT IN INJURY OR DEATH.

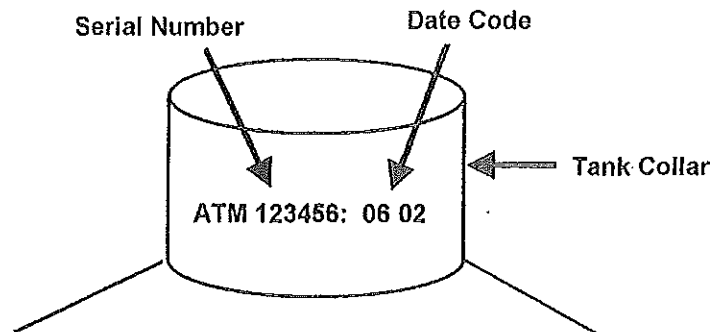
Please distribute this safety notice to **ALL** those who might install, service, or handle KITCHEN KNIGHT II tanks.

We have recently received reports of **sudden, unexpected valve separation** on KITCHEN KNIGHT II agent tanks with date codes of 06 02 (see below). We are currently investigating to determine the cause. A valve separating under pressure could become a projectile resulting in injury due to impact. Mild to severe irritation to the skin or eyes could occur due to contact with escaping extinguishing agent. In the event of contact with the eyes or skin, flush immediately with large amounts of clear water and seek immediate medical attention.

FOR TANKS IN INVENTORY: DO NOT HANDLE THE TANK OR LEAN OVER THE VALVE.

FOR INSTALLED TANKS: DO NOT ATTEMPT TO RECHARGE OR SERVICE THE TANK. DO NOT DISCONNECT THE DISCHARGE PIPE OR LEAN OVER THE VALVE. DO NOT ATTEMPT TO REMOVE OR ROTATE THE TANK.

We are requesting that you identify and follow these safety procedures for **all PCL tanks with date codes of 06 02**. The date code can be found on the collar of the tank in a location below and slightly counter-clockwise from the pressure gauge. The date code follows the serial number as shown below.



If you have any of these units in your inventory or installed, contact us immediately at 1-800-526-1079 or 1-715-732-3465 and press 7 for Quality Assurance. We will provide replacement tanks, tools, and instructions to safely handle and depressurize the units for return to the factory.

We are continuing to investigate and will keep you advised. Should you have any questions regarding this bulletin, please contact your Pyro-Chem Territory Sales Manager at 1-800-PYRO-CHEM or Technical Services at 1-800-526-1079 or 1-715-732-3465.



Pyro-Chem
One Stanton Street
Marinette, WI 54143-2542
800-526-1079
715-732-3465
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BULLETIN

Bulletin Number: 2103

Date: May 20, 2003

To: All Authorized KITCHEN KNIGHT® II System Distributors
From: Quality Assurance
Subject: KITCHEN KNIGHT® II Warranty Program

VERY IMPORTANT SAFETY NOTICE Follow-up to Bulletin # 2092

WARNING: FAILURE TO FOLLOW THE INSTRUCTIONS OF THIS SAFETY NOTICE COULD RESULT IN INJURY OR DEATH.

Please distribute this safety notice to ALL those who might install, service, or handle KITCHEN KNIGHT and KITCHEN KNIGHT II tanks. A copy of this Safety Notice should also be provided to each of your KITCHEN KNIGHT customers.

As stated in Safety Notice, Bulletin Number 2092, dated March 6, 2003; we have received reports of sudden, unexpected valve separation on PCL agent tanks. We have not determined the cause of these valve separations, but please be assured we are doing everything possible to determine the potential range of tanks that may be affected. To date we have been advised of 16 incidents.

What You Must Do To Insure Your Safety

1. You must use extreme caution when handling all KITCHEN KNIGHT AND KITCHEN KNIGHT II tanks.
2. Always follow appropriate safety procedures when handling any pressure vessel. We strongly recommend taking additional safety measures, including wearing adequate eye protection (goggles or face shield) and do NOT lean over the valve.
3. Installation and service personnel should exercise caution when reinstalling the valve as applying excessive force can damage the valve or cylinder. It is extremely important that the valve be only hand tightened (150 inch pounds maximum torque). Do NOT use a wrench or other tool to tighten the valve. Do NOT use a pipe extension on the valve outlet for the purpose of providing additional torque.

What Pyro-Chem Will Do

1. For KITCHEN KNIGHT II tanks with date codes **between 05-02 and 02-03**, we will supply you with a collar clamp to install on each tank. You will need to contact Pyro-Chem Quality Assurance to order the required number of clamps **at NO-CHARGE**. After you install the clamp; fill out, sign and fax the completed Certification of Compliance to Pyro-Chem Quality Assurance. We will issue a \$15.00 labor credit for each collar clamp installed and identified on the Certification of Compliance.

2. For KITCHEN KNIGHT or KITCHEN KNIGHT II tanks that are dated **prior to 05-02**, we will supply the collar clamp to you at no charge to be installed as follows:
 - Install a clamp on each tank **in your inventory**.
 - For each tank that is **installed and has been recharged**, install the clamp at your next maintenance examination prior to service.
 - For each tank that is **installed and has yet to be recharged**, install the clamp at the time of recharge.

You will need to contact Pyro-Chem quality assurance to order the required number of clamps. Each tank size, serial number, and date code will be requested by quality assurance.

In the event that you have a problem with the valve or cylinder, please contact Pyro-Chem Quality Assurance immediately at 1-800-526-1079 or 715-732-3465 and press 7 for Quality Assurance; or Fax to 715-732-3472 for instructions on how to deal with your particular problem.

We will continue to keep you informed of our progress and provide you with assistance as necessary. Our dedicated team of engineers and chemists continues its investigation and has given this matter its highest priority.



Pyro-Chem
 One Stanton Street
 Marinette, WI 54143-2542
 (800) 526-1079 toll free
 (715) 732-3465 phone

**CERTIFICATE OF COMPLIANCE
 KITCHEN KNIGHT® II COLLAR CLAMP INSTALLATION**

I do hereby certify that a collar clamp has been installed on each of the KITCHEN KNIGHT II tank assemblies identified below in accordance with Pyro-Chem Safety Bulletin Number 2103, dated May 20, 2003.

Distributor Information

(Company Name)	(Phone Number)
(Address)	(Print Name)
(Address)	(Title)
(City, State, Zip)	(Signature)

Restaurant Information

(Restaurant Name)	(Owner / Manager – Circle One)
(Address)	(Phone Number)
(Address)	
(City, State, Zip)	(Date Collar Clamp(s) Installed)

PCL-300	
Serial Number	Date Code

PCL-460	
Serial Number	Date Code

PCL-600	
Serial Number	Date Code

Certification of Compliance must be completed, signed, and faxed to Pyro-Chem Quality Services at 715-732-3472



**INSTRUCTIONS FOR INSTALLING COLLAR CLAMP,
PART NO. 550934, ON KITCHEN KNIGHT® II TANK VALVES**

WARNING

FAILURE TO FOLLOW THESE SAFETY PRECAUTIONS AND INSTRUCTIONS COULD RESULT IN INJURY OR DEATH.

WEAR A PROTECTIVE FACE SHIELD AND DO NOT LEAN OVER THE VALVE WHEN PERFORMING THE FOLLOWING PROCEDURE.

DO NOT REMOVE TANK FROM INSTALLATION PRIOR TO ATTACHING COLLAR CLAMP.

A VALVE SEPARATING UNDER PRESSURE COULD BECOME A PROJECTILE RESULTING IN INJURY DUE TO IMPACT. SEVERE IRRITATION TO THE SKIN OR EYES COULD OCCUR DUE TO CONTACT WITH ESCAPING EXTINGUISHING AGENT. IN THE EVENT OF CONTACT WITH THE EYES OR SKIN, FLUSH IMMEDIATELY WITH LARGE AMOUNTS OF CLEAR WATER AND SEEK IMMEDIATE MEDICAL ATTENTION.

KITCHEN KNIGHT II

COLLAR KIT

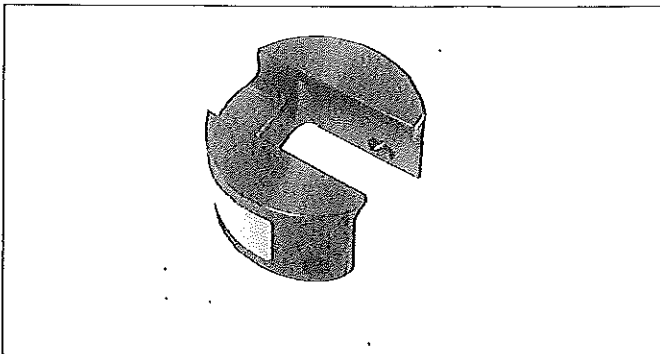
QUANTITY 1

SHIPPING ASSEMBLY PART NO.

550934



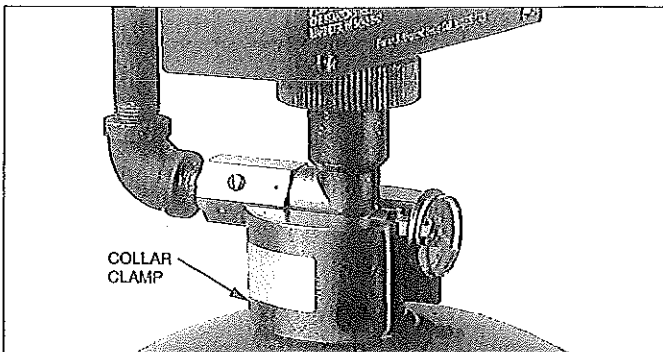
550934



Collar Clamp

006799

Slide collar clamp onto cylinder collar, from discharge outlet side. Then, first tighten the two locking bolts nearest the gauge to 150 in. lb. (16.9 Nm) of torque. Secondly, torque center back bolt to 150 in. lb. (16.9 Nm) also.



Install Collar Clamp.

006731



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BULLETIN

Bulletin Number: 2108

Date: July 8, 2003

To: All Authorized KITCHEN KNIGHT® II System Distributors
From: Quality Assurance
Subject: KITCHEN KNIGHT® II Warranty Program

VERY IMPORTANT SAFETY NOTICE Follow-up to Bulletin # 2103

WARNING: FAILURE TO FOLLOW THE INSTRUCTIONS OF THIS SAFETY NOTICE COULD RESULT IN INJURY OR DEATH.

Please distribute this safety notice to ALL those who might install, service, or handle KITCHEN KNIGHT and KITCHEN KNIGHT II tanks. A copy of this Safety Notice should also be provided to each of your KITCHEN KNIGHT customers.

As stated in Safety Notice, Bulletin Number 2092, dated March 6, 2003 and Safety Notice, Bulletin Number 2103, dated May 20, 2003, we have received reports of sudden, unexpected valve separation on 16 PCL agent tanks. After extensive investigation and evaluation of PCL tanks, agent, and valves, we believe we have identified the cause of these valve separations.

The separations appear to be the result of two factors occurring simultaneously. The first factor is the contamination of limited lots of agent. The second factor is over-torqued valves. Pyro-Chem believes that the combination of these two factors results in stress corrosion cracking and eventual valve separation. To address these issues, corrective action was taken in manufacturing in February 2003. We are now confident that the corrective action taken at that time was appropriate.

In addition, some of the contaminated agent may have been shipped as recharge agent. To be sure that the valve is not exposed to contaminated agent, we are directing that you immediately identify and set aside all **recharge agent** with the following **lot numbers** on the container:

1096, 2000, 2005, 2018, and 2026.

Agent identified with the above lot numbers must be returned to Pyro-Chem Quality Assurance immediately. Please contact Pyro-Chem Quality Assurance to order the required number of recharge containers and obtain the necessary RMA number to return any potentially contaminated agent. Once received, we will credit your account for all "full" containers with the above lot numbers.

As a reminder, and to clarify questions that have been asked regarding Bulletin number 2103, please carefully read the following:

What You Must Do To Assure Your Safety

1. You must use extreme caution when handling all KITCHEN KNIGHT AND KITCHEN KNIGHT II tanks.
2. Always follow appropriate safety procedures when handling any pressure vessel. We strongly recommend taking additional safety measures, including wearing adequate eye protection (goggles or face shield), and do NOT lean over the valve.
3. **Extremely Important!** Installation and service personnel should exercise caution when reinstalling the valve as applying excessive force can damage the valve or cylinder. It is extremely important that the valve be only hand tightened (150 inch pounds maximum torque). Do NOT use a wrench or other tool to tighten the valve. Do NOT use a pipe extension on the valve outlet for the purpose of providing additional torque.

What Pyro-Chem Will Do

1. For KITCHEN KNIGHT II tanks with date codes **between 05-02 and 02-03**, we will supply you with a collar clamp to install on each tank. You will need to contact Pyro-Chem Quality Assurance to order the required number of clamps at **NO CHARGE**. After you install the clamp; fill out, sign and fax the completed Certification of Compliance to Pyro-Chem Quality Assurance. We will issue a \$15.00 labor credit for each collar clamp installed and identified on the Certification of Compliance. **Collar clamps are to be installed on tanks with date codes between 05-02 and 02-03 immediately.**
2. For KITCHEN KNIGHT or KITCHEN KNIGHT II tanks that are dated **prior to 05-02**, we will supply the collar clamp to you at no charge to be installed as follows:
 - Install a clamp on each tank **in your inventory.**
 - For each tank that is **installed and has been recharged**, install the clamp at your next maintenance examination prior to service. **If you are uncertain if a tank has been recharged, install the clamp at your next maintenance examination prior to service.**
 - For each tank that is **installed and has yet to be recharged**, install the clamp at the time of recharge.

from 04-02 - back \$15.00 ea.

In the event that you have a problem with the valve or cylinder, or to place an order for collar clamps, please contact Pyro-Chem Quality Assurance immediately at 1-800-526-1079 or 1-715-732-3465 and press 7 for Quality Assurance; or Fax to 1-715-732-3472 for instructions on how to deal with your particular problem.

We will continue to keep you informed of our progress and provide you with assistance as necessary. Our dedicated team of engineers and chemists continue its investigation and has given this matter its highest priority.